
Jack Dalrymple, Governor
Maggie D. Anderson, Executive Director

July 20, 2015

Dear Qualified Service Provider (QSPs):

The ND Department of Human Services (Department) is pleased to announce the scheduled start date for the new ND Medicaid claims processing/billing system on October 5, 2015. This is the system used to pay your QSP claims.

As many of you know, the Department has worked on this project for many years and we have experienced several delays. We are optimistic as we move toward the October 5, 2015 scheduled start date. However, it is important for you to know that the Department will carefully review things to make sure we are confident the new system can support claims payment before we make the final decision to start using the new system.

The current billing system is called “ND Legacy MMIS”; the new billing system is called “ND Health Enterprise MMIS”.

The primary purpose of this letter is to provide you updated information regarding:

- ☐ Switching from the current billing system to the new billing system;
- ☐ Key dates of the MMIS transition so that you can plan for this change; and
- ☐ Actions you need to take to prepare for the change.

The current billing system is more than 35 years old and will no longer be used once the new system is up and running. Your information from the current system will be moved to the new billing system. The steps the Department must take to change billing systems will involve you, as there are things you must do to prepare for this change.

Preparing for the Change

From September 8 – September 30, 2015, you will not be able to submit claims to the current or new billing system. Since you will not be able to submit claims during that period of time, it is very important that you correctly submit your claims for August services by 5:00 pm on September 7, 2015 **to receive payment**.

The Department is informing you in advance of this period so you can plan accordingly. QSPs bill only once per month. If you bill correctly, you should receive your payment on time. If the claim you submit is not correct, it will be denied, and you will have to wait until October 5, 2015, to rebill when the new billing system is up and running.

The Transition Period for QSPs will start on September 2, 2015 as the last day to submit Electronic claims and 5:00 pm on September 7, 2015 as the last day to submit paper claims. The last payments from the current billing system will be on September 14, 2015. The new system is expected to run its first check write on October 7, 2015.

The Department will send more information about the change in billing systems. At this time, the following are scheduled key dates that you should be aware of:

Scheduled Key Dates	Event
8/5/15	Last date to accept claim adjustments in current system
9/2/15 - 12 Noon CDT	Last date for accepting electronic QSP claims in current system
9/8/15 – QSP Providers Only	Last date for accepting QSP paper claims in ND Legacy MMIS
9/14/15	Final check write & claims payment released in current system
9/8/15 – 9/30/15	Transition period where we can't accept paper claims
9/2/15 – 10/4/15	Transition period where we can't accept electronic claims
10/5/15 - 8am CDT	New system scheduled start date – Day One

The Department recognizes that the Transition Period may cause a financial challenge for you so be sure to bill correctly in September to assure payment. It is our shared goal to avoid an interruption of services to clients during this transition. We appreciate your patience as we move toward the new billing system.

Getting Ready for ND Health Enterprise MMIS / Billing System

The new billing system will be made available and begin processing transactions on Monday October 5, 2015. To be ready to use the new system, you will need to do the following before October 5, 2015:

1. Make sure you have received and know your new QSP number. (The Department will mail this number to you sometime in September).
2. If you are an agency QSP –Make sure you know whom you identified as your Organization Administrator because that person will have responsibility for managing access to your organization's data for your office staff.
3. Attend training on the new billing system or review the written instructions you will be provided on how to submit paper or web portal claims in the new system

Future letters will include more information on training dates and locations and the important role of the Organization Administrator for Agency QSPs.

During the Transition Period, QSPs who bill electronically will receive letters containing their MMIS login credentials.

Future Implementation and Transition Period Communications

As we move toward the new billing system, you will receive more information about the change through web postings, remittance advice messages, newsletters, and emails. Please read all of this information and take the steps necessary to best prepare you and/or your organization for the change in billing systems.

The Department is committed to a successful transition. We are trying to minimize the impact to clients and providers, and are ready to support you through this process.

You can find all the latest information regarding transition planning on the Department's website located at <http://www.nd.gov/dhs/info/mmis.html>.

In the event that you have questions, please feel free to contact us at (800)-755-2604 and choose option #5 to reach the HCBS office.

On September 21, 2015, the Department will begin taking live calls at our ND Health Enterprise MMIS call center. Please contact the call center staff at 877-328-7098 for assistance.

Sincerely,



Maggie D. Anderson
Executive Director

Enclosure: QSP Key Points